REPLACEMENT SHEET
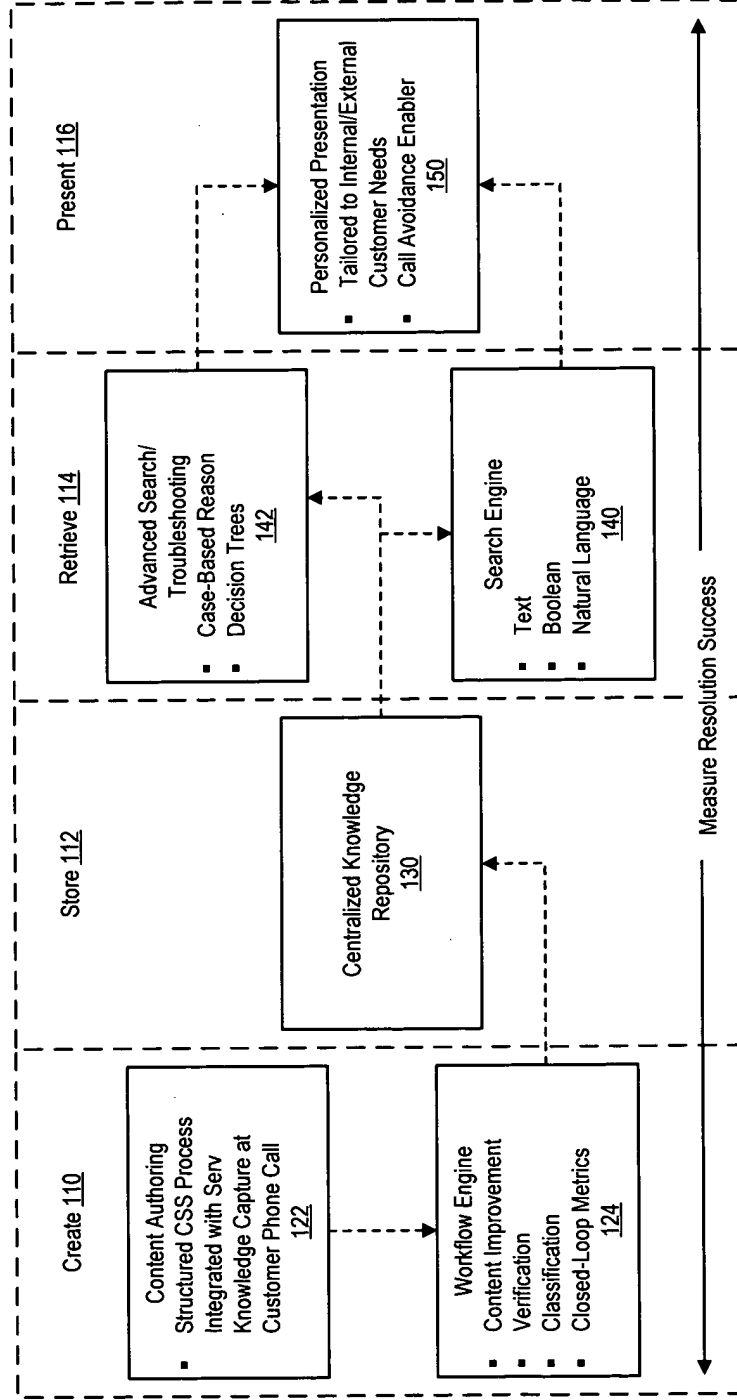
Figure 1

REPLACEMENT SHEET

SNCR AUTHORING

| Address | http://ausdsnqaweb01.us.com/SNCR/SNGateway?target=T author&action=submit | ▼ ↑ Go |

SN DECISION TREES

| File 640 | Step Editor 642 | View 644 | Workflow 646 | Policy Admin 648 | Edit 650 |

System Plastics - Broken/cracked plastics   Object is in stage: EDIT   Object is locked by: Department: SN T Team

Object ID: A877F18F962949DFA33751E&6367F651   Trees redirected to this tree: Touchpad buttons nonfunctional (Production) ▼

Read Only Tree

660

Check
Departmental Policies Regarding
Replacement of
Plastics

This Branch is for Portables

660

Check for Loose Hinges

Figure 6A

Figure 6A
Figure 6B

610

620

REPLACEMENT SHEET

⎯700

SN DT STEP EDITOR   [-] [□] [X]

SN DECISION TREES

Object is in stage: Object available in EDIT workstage. Object is locked by:

Select Step Category: [PORTABLE SPECIFIC   [▶]]

Select Step: [Add Each Customer Removable Unit (CRU) Back and Check for Noise.   [▶]]

Step Name: [Add Each Customer Removable Unit (CRU) Back and Check for Noise.]   Step ID: [9BA220ADED3F4AA3B5879E4EACB1EB86]

Call Log: [Added Each CRU Back and Checked for Noise   720]   Category: [PORTABLE SPECIFIC   722   [▶]]

Trees That Use This Step: [Noise Complaint   [▶]]

Exceptions: None

Step Text

1. Turn off the system, disconnect it from the power source, and remove any batteries in the system.
2. Add one of the removed Customer Removable Units (CRU) to the system.
3. Reattach the computer to the power source.
4. As the system boots, listen for noise created by the added component.
5. If you do not detect noise, repeat these steps until you are unable to isolate the source of the noise or all of the CRUs have been inserted.

[Edit] [Exit]

710

712

714

Figure 7

REPLACEMENT SHEET

SNDT

| STEPS | 820 | POLICY | 822 | SYSTEM | 824 | CALL LOG 826 |

SYMPTOM INFORMATION

Amount of System Memory is Lower Than What is in the System

RESOURCES

- Longer Boot Time When Non Bootable USB Device is Attached
- Portables BIOS Simulations
- RSL Online
- Training and Development
- Software Reinstall Guides
- Authorized List of Generic Product ID Numbers

DECISION TREE

Desktop/Workstation Components - Amount of system memory is lower than what is in the system

☑ Check the amount of missing memory

+ Only 1 or 2 MB of MEM are missing

- More than 2 MB missing

☑ Remove all third party hardware from the system
☑ Determine if the amount of memory missing is the amount of a full memory module
☑ Restore system to original configuration
☑ Reseat the CPU, heatsink, and VRM
☐ Determine if system has SDRAM/DDR or RDRAM modules
▲ System Contains RDRAM memory
☑ Reseat the memory

STEP INFORMATION

Check the amount of missing memory
Check system setup to determine the amount of memory that is missing
Refer to the Online Users Guide for information on entering system setup

<BACK | GENERATE LOG | HOME>

Figure 8A

STEPS	POLICY	822	SYSTEM	CALL LOG

810

812

<BACK | GENERATE LOG | HOME>

POLICY INFORMATION

Damage By Natural Disaster

<BACK | GENERATE LOG | HOME>

Figure 8B

REPLACEMENT SHEET

help!

STEPS | POLICY | SYSTEM 824 | CALL LOG

810 812

<BACK | GENERATE LOG | HOME>

SYSTEM INFORMATION

SERVICE TAG: VT8NT
COMPANY NUMBER: 01
SYSTEM TYPE: Latitude
SHIP DATE: 18-AUG-00
OPERATING SYSTEM: Windows XP

SELECT SYMPTOM

SYMPTOM (REQUIRED)

Desktop/Workstation Components - Amount of system memory is lower than ▶

ALL TAB > >

<BACK | GENERATE LOG | HOME>

Figure 8C

REPLACEMENT SHEET

STEPS	POLICY	SYSTEM	CALL LOG 826

810 ⟍   812 ⟍

<BACK | GENERATE LOG | HOME>

Checked to determine the amount of missing memory on the system. More than 2MB missing Removed all third party hardware from the system. Determined if the amount of memory missing is the amount of a full memory module. Restored the system to original configuration. Reseated the CPU, heatsink, and VRM. System contains RDRAM memory Reset the memory.

Add to log:

◄

►

Generate Log

<BACK | GENERATE LOG | HOME>

Figure 8D